

PERFORMANCE MEASUREMENT COUNTIES  
Advisory Meeting  
February 10, 2004  
Sacramento County  
Department of Human Services  
2007 19<sup>th</sup> Street  
Sacramento California

1. Welcome - Joeana Carpenter greeted everyone to the first meeting of the year, and she expressed appreciation to the PMC for a job extremely well done in Food Stamp Quality Control. She said that this year would be even more challenging than last year with more counties implementing Quarterly Reporting and converting to C-IV. On the TANF side, California's Work Participation Rate for 2003 was lower than the previous year. Although the state was under the percentage threshold and therefore not in danger of a penalty, we do not want to continue on the downward trend.

Joeana said that there have been many changes at the state level due in large part to the budget situation. Many staff retired and this loss affected every organization within the department. As a result, combining resources and functions was undertaken in order to effectively fulfill the department's mission and continue to meet federal and state mandates. Organizations in the Research and Development Division (RADD) were combined with Administration and Welfare-to-Work Divisions. The Taskforce is now in the Administration division headed by Gloria Merk, and the Field Operations Bureau (FOB) is in the Welfare-to-Work (WtW) division headed by Bruce Wagstaff. The taskforce's role and functions remain the same. Hector Hernandez' FOB has assumed an expanded role with increased responsibilities.

Hector said that FOB now includes Corrective Action (CA). FOB and CA are part of the Food Stamp Branch whose chief is Richton Yee. The other organization that makes up the branch is Food Stamp Policy. Hector indicated that John Moist is the manager of CA, whose staff is in various locations in the state. Hector also expressed Bruce Wagstaff's appreciation for the efforts in lowering the food stamp error rate. Hector's staff will continue their efforts working with the counties to keep the error rate low. He said that the current focus is to look at the drop code 3 cases and lowering the number. Hector pledged that he would be available to get information from WtW. He indicated that John Moist is responsible for both CA and Management Evaluation (ME) activities. John is responsible for federal SEP monies as well. John will conduct twenty-five ME's this year, which is an increase over previous years. The goal is to have the ME's be substantive, thus making it a more valuable tool. Hector expects the good working relationship with the counties to continue.

2. TANF Time-Limits – Warren Ghens/Joseph Brown conducted training on the proper coding for items: T8 Funding Stream, T12 Type of Family for Work Participation, T28 TANF Family Exempt from Federal Time Limit Provisions, T30 Family Affiliation, and T48 Work Participation Status. They distributed Transmittal 04-01(CW), case scenarios, and coding definition for items T12 and T48. This training for PMC supervisors is a precursor for training for all PMC staff via telephonic conference call.

Action Item Richard will set up Time-Limit training schedule for PMC staff.

3. Quarterly Reporting/Quality Control - Lisa Kim and Andy Brown from FNS asked if there were any questions on the two draft QC review procedures for Quarterly Reporting (QR) that was emailed to all PMC supervisors. There was none. Lisa said that FNS was leaning more to draft 2 as the preferred procedures. Joeana advised the supervisors to go back and review the drafts and to provide any comments to Richard Trujillo via email. She stressed that this is the opportunity to ensure we have procedures that do not harm us in any way. The two counties that have now been operating under QR should review these procedures closely to see if any situations they have encountered should be addressed in these two drafts.

Lisa indicated that until one of the drafts is finalized, the interim QC/QR procedures for October 2003 would be the procedures, which FNS will review to, and if necessary will be the basis for any state appeals.

Action Item Supervisors will submit comments on draft procedures to Richard Trujillo via email.

4. Food Stamps Drop Code 3 – Lisa Kim advised everyone that the extension for submitting any changes for cases with a disposition code 3 (Incomplete) to either a code 1 (Complete) or 2 (NSTR) is February 26<sup>th</sup>. She reiterated that changing the disposition to code 1 or 2 from a code 3 increases the completion rate, which can have a positive impact on the error rate. The state could be in a position to receive a \$10M bonus if the error rate is lowered even further, and QC has a significant influence on the completion rate. Andy indicated that some cases he has reviewed needed a household composition statement or a statement from the landlord in order to complete the case. He stressed that staff carefully review the steps outlined in the FNS 310 section 442.1. Some cases coded 3 may have been coded 2 if two sources were made and documented. Andy emphasized that documentation in the QC file is important.

Hector again brought up the section on likely conclusion. He also indicated that the process of sending out cert letters might not be to our advantage.

JoAnn Martinez indicated that code 3 cases in her county are mostly employed clients who do not wish to cooperate because they are working. If the intent of TANF is to get people off welfare and into jobs, then Food Stamp should not penalize states when working clients cannot cooperate with QC reviews due to their employment. Lisa was asked to take this back to headquarters.

5. Re-review Process – Hector Hernandez distributed a draft memo with the subject title “Field Operations Bureau Review of Food Stamp Cases”. He said that a new unit would do a rereview of cases without disrupting the current deadline schedule. This unit will act a consultant to the county, and the unit will rereview all federal cases cited in error by the county and all federal cases dropped by the county. There was much discussion of the process and Hector indicated that this is a work in progress. He will take back information shared by the supervisors and report at next month’s meeting.
6. Corrective Action/Federal Differences – John Moist distributed the ME review schedule and indicated the team has expanded the areas that are to be reviewed.
7. Proposal to Change Meeting Format – Joeana Carpenter asked the supervisors for feedback on the current structure of the meetings. She specifically wanted to know what works and what doesn’t work. Should we meet one full day, half day, quarterly, or as needed? There was much discussion and several counties preferred the one-day meeting. They felt that much needed and important information is shared and discussed at the PMC meeting and that perhaps this meeting should be held first in the morning and that the regional meeting be held in the afternoon. Scheduling the PMC meeting in the morning ensures that everyone gets all the information, since many supervisors leave in the early afternoon to catch their flights. Some supervisors felt that the regional could get a lot done via email utilizing the supervisor’s egrouop. Conference calls have shown to be an effective way of conducting the meeting especially if handouts are sent out prior to the call, and conference calling should be used when either agenda items, time, or travel warrants.

Action Item Rob will get feedback from all the supervisors.

8. Other Items – Transitional Food Stamps, some supervisors wanted specific instructions on reviewing these types of cases. Particularly how to do comparisons I & II, face to face, and citing errors.

Action Item Richard will have Michael Bowman-Jones obtain process and report at next meeting and possibly draft a transmittal.

Revised information on the ICT instructions was proposed since many counties will perform the review and ask other county to conduct a TANF case data collection.

Action Item Warren to issue revised instructions on ICT of TANF data collection cases.

Some supervisors felt that the title Weighted RERR confusing especially when the bottom of the report indicates final. Hector will look into and leave out the word.

Action Item Remove the word final from the report.

Information of the TANF Special Pull was requested.

Action Item Provide information on these types of cases at the next meeting.

Hector Hernandez indicated that since his bureau has responsibility for requesting SEP funds, which he would like to see conferences in the regions so that all PMC staff can attend. Hector indicated that Richton wants him to explore getting funds for these conferences. Hector will keep us informed.

9. Next Meeting: The next meeting will on March 9<sup>th</sup>.